

# Old Coulsdon Cupcakes WI web site privacy notice

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- Sharing information outside the UK
- How to complain

## Summary

We only use any personal information that you provide through the Contact Us form of our web site, such as your name or email address, to contact you for the purposes of responding to your enquiry or other communication.

We never share your details to third party marketers or companies, with the exception, as detailed below, of sharing data with Google who provide spam prevention for us via Google reCAPTCHA .

By using this site, you agree with the terms of this Privacy Policy. Whenever you submit information via this site, you consent to the collection, use, and disclosure of that information in accordance with this Privacy Policy.

## Contact Email

occwi@hotmail.com

## What information we collect, use, and why

We collect or use the following personal information for responding to enquiries and other communications submitted via the Contact Us form on our web site.

- Names and contact details

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. Read more about the [right of access](#).
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. Read more about the [right to rectification](#).
- **Your right to erasure** - You have the right to ask us to delete your personal information. Read more about the [right to erasure](#).
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. Read more about the right to [restriction of processing](#).
- **Your right to object to processing** - You have the right to object to the processing of your personal data. Read more about the right to [object to processing](#).
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. Read more about the right to [data portability](#).
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. Read more about the right to [withdraw consent](#).

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information for responding to enquiries and other communications are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

## Where we get personal information from

Directly from you

## How long we keep information

Your data may be held indefinitely within the email folders of our main Hotmail email account (contact details as above) and our web site administration Gmail account as we maintain an archive of our external communications. Both accounts are securely password protected with (at least) two-factor authentication.

We only retain genuine enquiries and communications. Unsolicited marketing messages are deleted upon receipt and are never replied to.

## Who we share information with

### Data processors

#### Google

This data processor does the following activities for us: Google reCAPTCHA is used for spam prevention, with Google processing the data under their Cloud Data Processing Addendum from 2nd April 2026.

### Sharing information outside the UK

Where necessary, we will transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place.

For further information or to obtain a copy of the appropriate safeguard for any of the transfers below, please contact us using the contact information provided above.

Organisation name: **Google**

Category of recipient: **Data processor**

Country the personal information is sent to: **USA**

### How the transfer complies with UK data protection law:

The country or sector has been assessed as providing adequate protection to data subjects (also known as Adequacy Regulations or UK data bridge)

### How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

### Last updated

19th March 2026